ProScript User Guide

Chronic Medication Service (CMS)

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Objectives

After reading this user manual you should be able to perform the following:

- Register new patients on the CMS
- Withdraw patients from the CMS
- Process New CMS Prescriptions
- Send CMS claims
- Send Claim cancellations
- Create and Send Treatment Summary Reports
- Send Patient Details to the PCR web database
- Send Medication history to the PCR web database

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Introduction

The Chronic Medication Service (CMS) allows patients with long-term conditions to register with a community pharmacy of their choice for the provision of pharmaceutical care as part of a shared agreement between the patient, community pharmacist and General Practitioner (GP). It introduces a more systematic way of working and formalises the role of community pharmacists in the management of individual patients with long term conditions in order to assist in improving the patient's understanding of their medicines and optimising the clinical benefits from their therapy.

There are three stages to CMS:
Stage 1 involves the registration of patients for CMS. A patient with a long term condition/s registers with a community pharmacy of their choice to receive CMS. He/she can only register with one pharmacy at any one time for the service. Registration is voluntary and includes an explicit informed patient consent process. This consent is given to the registering pharmacist.
Stage 2 introduces a generic pharmaceutical care planning framework which is based on the systematic approach to the practice of pharmaceutical care as described in the Clinical Resource and Audit Group (CRAG) Framework document, Clinical Pharmacy Practice in Primary Care. Initially the pharmacist assesses registered patients to identify and prioritise individuals or patient groups with unmet pharmaceutical care needs in order to target patients most in need of their support. The pharmacist then undertakes to identify and record the patient's pharmaceutical care needs, care issues, any desired outcomes and the actions required to deliver those outcomes. These are documented in a pharmaceutical care plan.
Stage 3 establishes the shared care element which allows a patient's GP to produce a 24 or 48 week serial prescription for a patient which is dispensed at appropriate time intervals determined by the GP. Information detailing the date of a dispensing event for a CMS serial prescription item is automatically sent back to the GP practice electronically after each serial dispensing episode. This stage is supported by CMS disease specific protocols in order to determine any specific reporting or referral criteria for a number of pertinent disease conditions. A GP can cancel an item/s on a serial prescription electronically. Once cancelled, the pharmacist can no longer dispense any quantities that remain outstanding for that item. If there is a change of medication or dosage, then the GP can generate a new serial prescription if appropriate. Once the last instalment from the serial prescription has been dispensed the pharmacist electronically sends an end of care treatment summary, which includes a serial prescription renewal request to the GP practice. The renewal request acts as trigger to request a new serial prescription/s for the patient. The end of care treatment summary details any relevant data such as compliance reporting and any recommended action/s for the GP.

Source: http://www.communitypharmacy.scot.nhs.uk/

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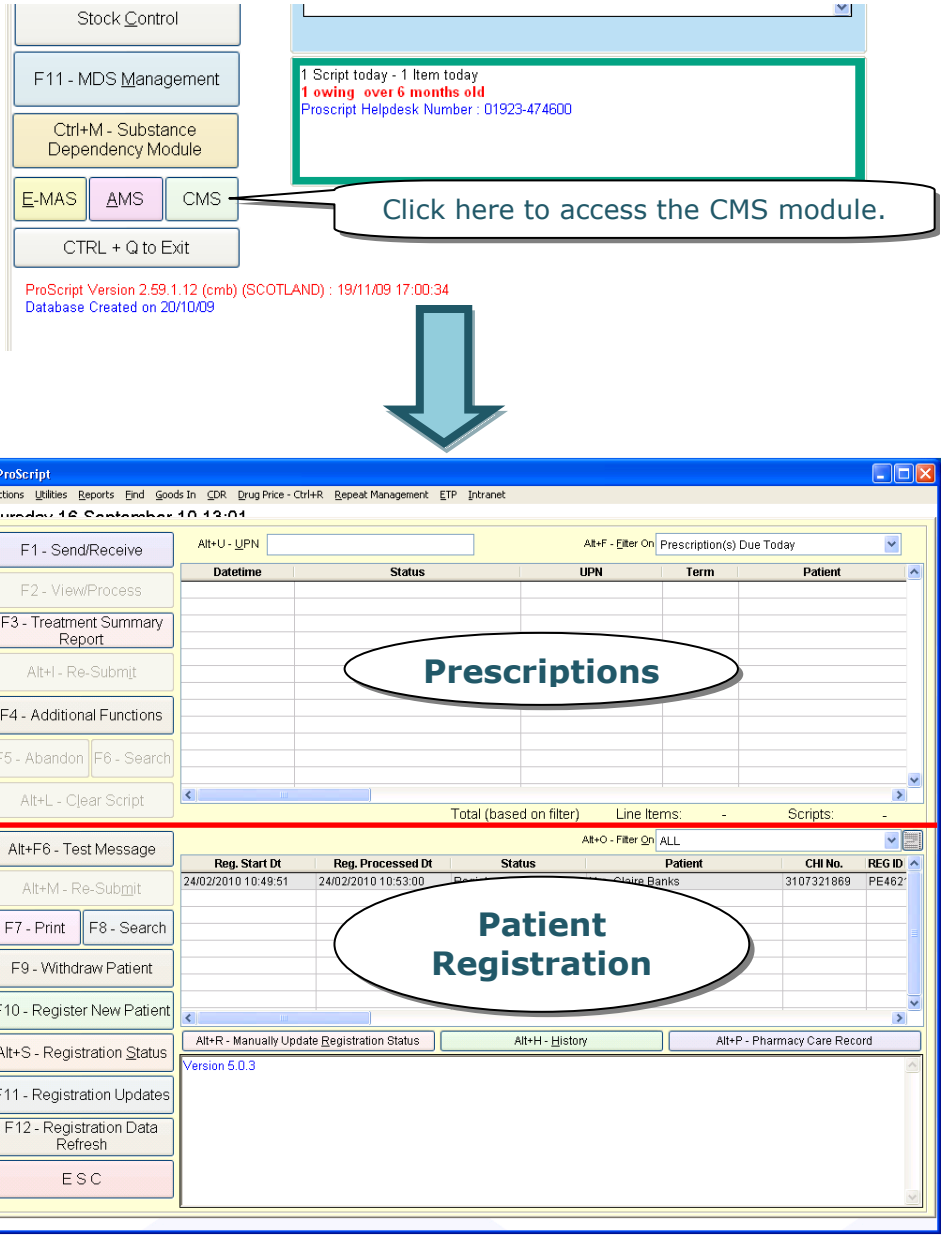
Getting Started – CMS Main Screen

To begin with, let's start by viewing the **"CMS main screen"**. All processes required in the Chronic Medications Service can be performed from within this screen.

To access the CMS main screen, click the **[CMS]** button from the main screen of ProScript as shown below.



As shown above the CMS main screen is split into two sections, the **Prescriptions section**, and the **Patient Registration section**.

The function keys (buttons on the left), are also split into two sections, the top half for prescriptions, and bottom half for registrations.

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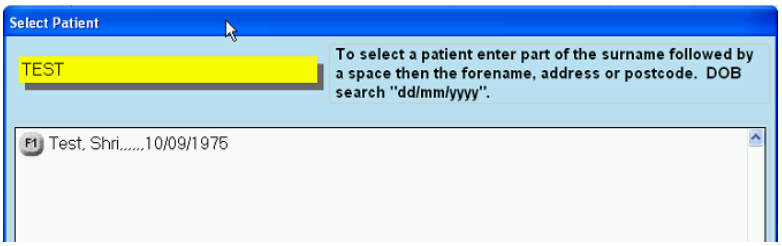
Registering a New Patient

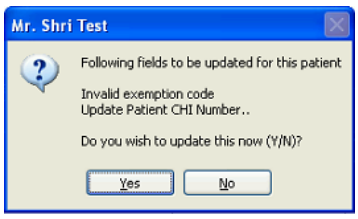
The first stage required as part of the Chronic Medication Service involves the registration of patients.

From the CMS main screen, press the **[F10 – Register New Patient]** function key (or left click on it with the mouse).

You will then be shown the **Select Patient** window. Type in the name of the patient you wish to register, and select the patient from the list.


Select Patient
TEST
To select a patient enter part of the surname followed by a space then the forename, address or postcode. DOB search "dd/mm/yyyy".
F1 Test, Shri,,,,,,10/09/1975

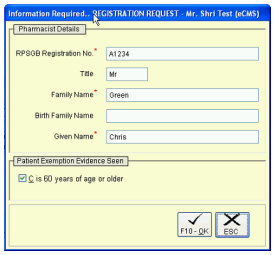
Note: After selecting the correct patient, ProScript will check the patient's details to ensure all mandatory patient details exist in order to send a registration request (address, CHI number, exemption etc). If any of the required fields are missing or invalid, you will see a message similar to the one shown below.


Mr. Shri Test
Following fields to be updated for this patient
Invalid exemption code
Update Patient CHI Number..
Do you wish to update this now (Y/N)?
Yes
No

As registration will not be possible without correcting these fields, you will need to select **"Yes"** in order to proceed.

You will then be shown the patient's details screen. Simply enter or correct the fields mentioned in the message above and press **[F10 - Save]** to continue.

Next, you will be required to enter your details and confirm that you seen evidence that the exemption is correct.



Enter all the details as applicable, and tick the exemption evidence seen checkbox at the bottom of the window confirming the exemption is correct. Press **[F10 – OK]** to proceed.

*Note: Fields marked with a * are mandatory.*

After pressing **[F10 – OK],** you will then be required to print a CP3 registration form. A preview will be shown on the screen as shown below.

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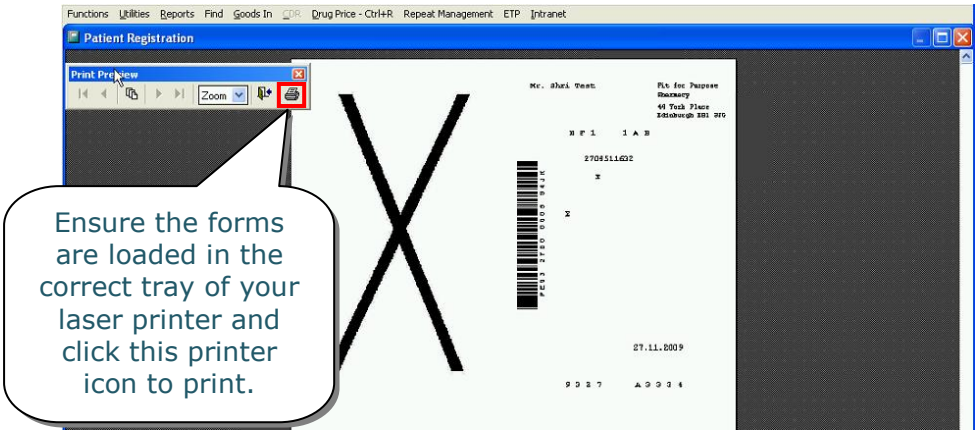
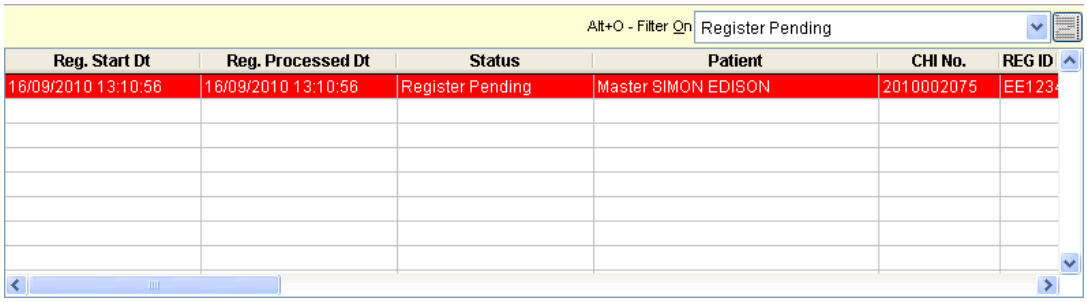
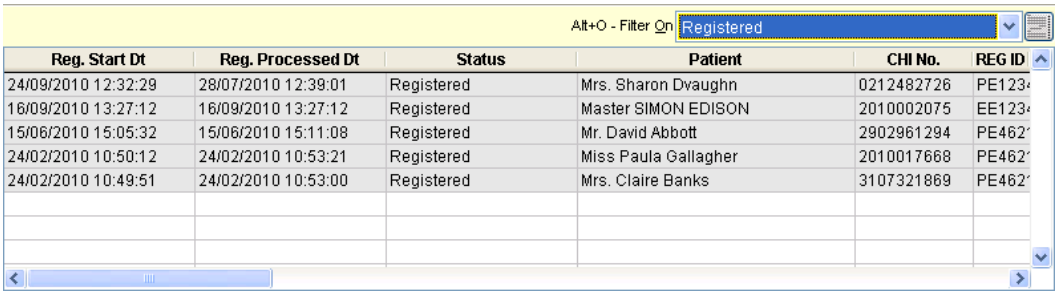

Functions Utilities Reports Find Goods In Drug Price - Ctrl+R Repeat Management ETP Intranet
Patient Registration
Print Preview
Zoom
Ensure the forms are loaded in the correct tray of your laser printer and click this printer icon to print.

Once the registration form has been printed, the patient will be displayed along with a status indicating what stage the registration process is currently at.



You can use the **[F11 – Registration Updates]** button on the CMS main screen to check for any updates regarding registration requests. Note: This process can take up to 24hours.

Once confirmation of the patient's registration has been received, the status will change to "Registered".



Note: If you attempt to register a patient who has already been registered at another pharmacy, the patient will be listed as "Registered Elsewhere". After consulting the patient, if you still wish to register them at your pharmacy, simply register the patient again. They will then be registered at your pharmacy and withdrawn from their previous nominated pharmacy.

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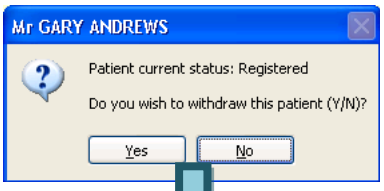
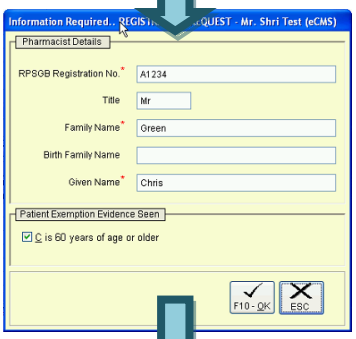
Withdrawing a patient

To withdraw a patient from the service, simply highlight the patient in the patient registration section, and press **[F9 – Withdraw Patient].**

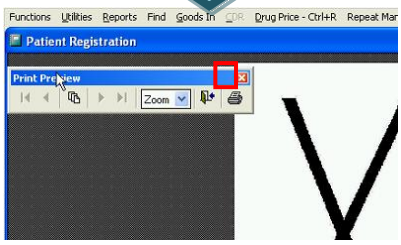
You will then see a window, confirming you wish to withdraw the current patient. Click **"Yes"** to continue.



Next you will be shown the information required window which is the same as the window seen whilst registering a patient, enter or confirm the pharmacists details and press **[F10 – OK]** to continue.



Lastly you will be shown report preview containing all the required information for registration withdrawal on the CP3 form. Ensure the forms are loaded correctly in your printer and click the printer icon (in red) to print.



The status change can up to 24hours. If you wish to manually check the status of the registration change you can use the **[F11 Registration Updates]** to check for updates.

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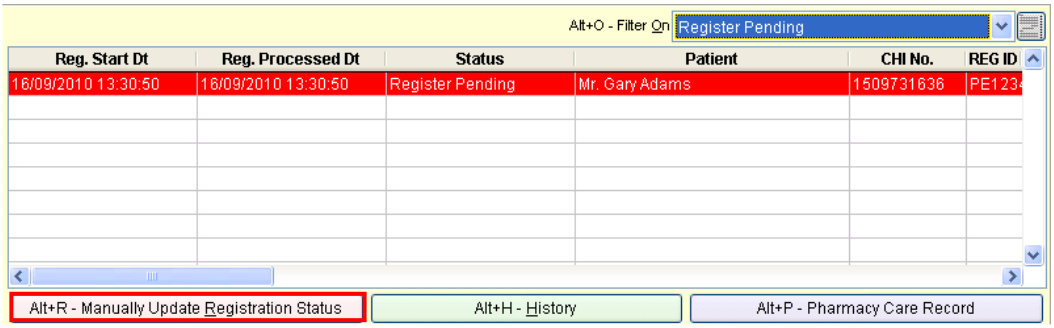
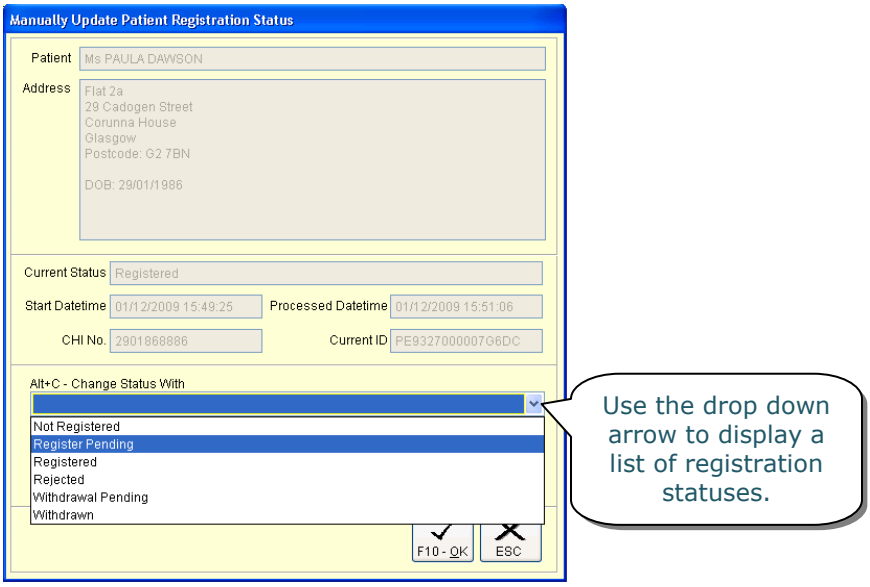
Manually updating a Patient Registration Status

If after 24 hours you still have not received a confirmation of registration or withdrawal, you may need to call EPMS and manually to check the status and then if necessary update the patient's registration status manually. This can be done by highlighting the patient and using the **[ALT+R Manually Update Registration Status]** button shown in red below.



You will then see the following screen which allows you to manually update the registration status.



When you have selected the relevant status, press **[F10 – OK]** to complete.

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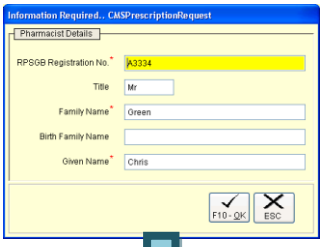
Processing a New Prescription

To process new CMS prescriptions, navigate to the CMS main screen, and scan the barcode that appears on the script. The UPN (unique prescription number) should appear in the section shown below.

You will then be shown the **Information Required** window. Enter or confirm your details and press **[F10 – OK].**

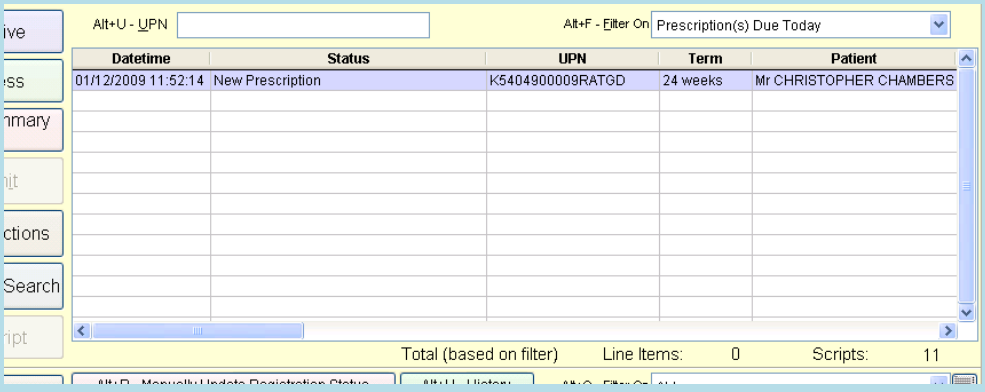


Details entered here will be saved for the next time this window appears.

The prescription will then be requested from ePharmacy. During this time you will see a flashing message momentarily reading:

This process usually only takes 5-10 seconds. Once completed, a preview of the requested prescription should appear on the screen, (if not see the notes below otherwise skip the notes to continue dispensing).

*Note 1: If the screen above has not appeared automatically, try waiting a further 10 seconds, and then pressing the **[F1 – Send/Receive]** button. The prescription should appear in the prescriptions section with the status reading **"New Prescription."***



*To begin processing, highlight it and press **[F2 – View/Process]** to display the prescription preview.*

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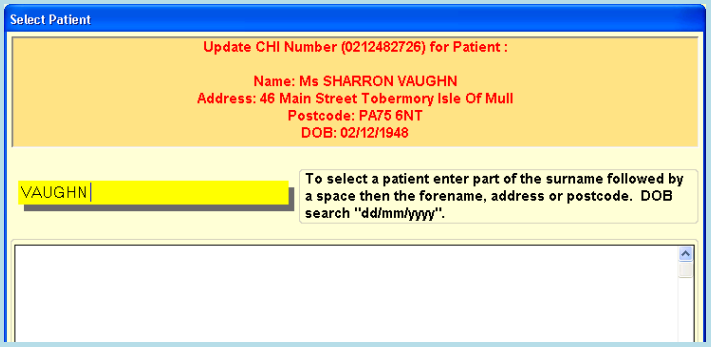
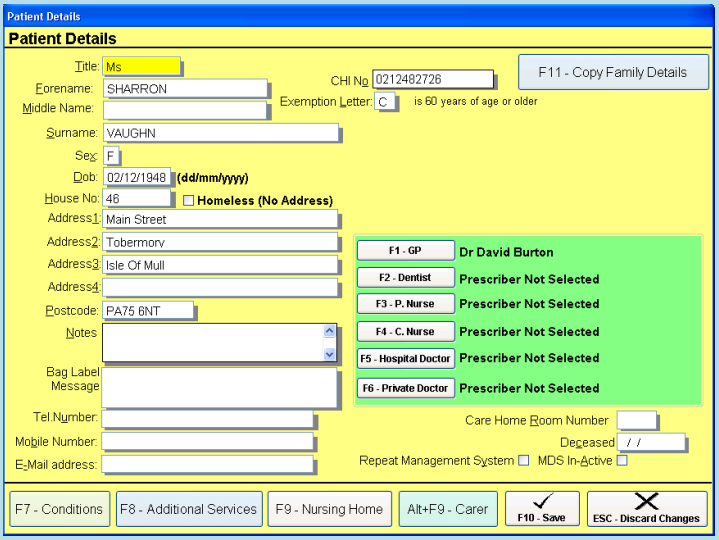
Note 2: If you attempt to process a prescription for a patient and ProScript is unable to match the downloaded patient's details with a registered patient currently on your system, you will be shown the select patient screen at this point.


Select Patient
Update CHI Number (0212482726) for Patient :
Name: Ms SHARRON VAUGHN
Address: 46 Main Street Tobermory Isle Of Mull
Postcode: PA75 6NT
DOB: 02/12/1948
VAUGHN
To select a patient enter part of the surname followed by a space then the forename, address or postcode. DOB search "dd/mm/yyyy".

Select the correct patient to continue dispensing. If the patient does not exist on your system, see note 3.

Note 3: If the patient does **not** exist on your system (as shown in note 2), press **Esc** on the select patient screen and you will be shown the patients details screen, with the downloaded patient's details already filled in for you where applicable.



Enter any additional information you have available and press **F10** to save the new patient.

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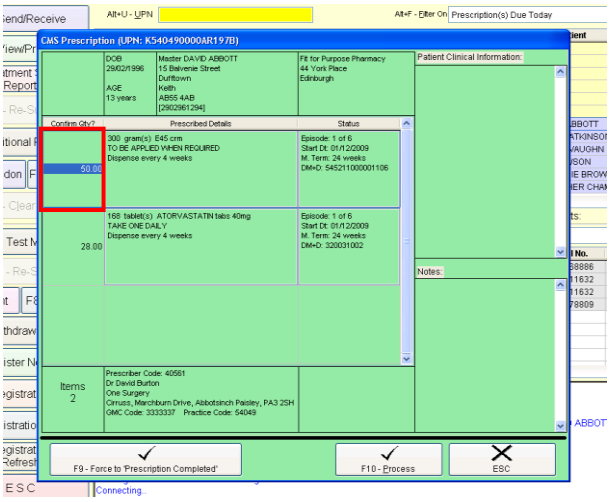
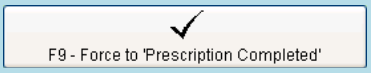


ProScript will calculate the current dispensing for you by using the total quantity, term, and dosage. Although this is accurate most of the time, it should **always** be confirmed manually in the event of inaccurate data being downloaded when the script is scanned. If it does need to be changed, simply click on the quantity and type in the correct amount for the current dispensing.



Note: This button is used when a batch of prescriptions has not had all its prescriptions in dispensed (e.g. is currently on 5 of 6), but the remaining quantity is no longer required. It is also used when not all items on the prescription are dispensed.

Press **[F10 – Process]** to continue dispensing the script.

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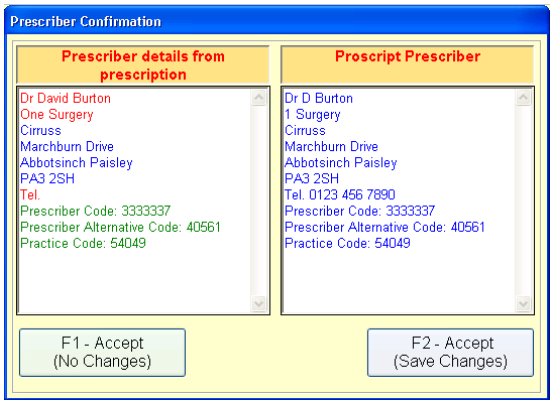
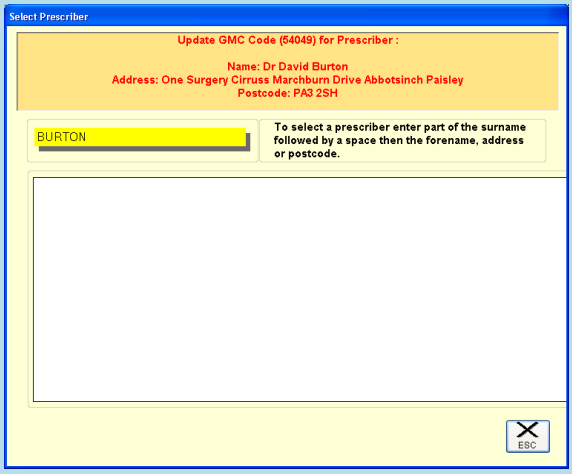
You will then be presented with the **Prescriber Confirmation** window. This stage attempts to automatically match the prescriber on the downloaded prescription to one already on you ProScript system.



If the doctor exists on your system and is found, but has a few differences such as different spelling of name, address etc, these will be highlighted in **RED.** At this point you the option of pressing:

[F1 – Accept (No changes)] – This will ignore the differences in the details downloaded on the script and use the doctor currently on the system.

[F2 – Accept (Save changes)]– This will amend the doctor currently on your system to match the doctor details downloaded on the script (recommended in most cases).


Select Prescriber
Update GMC Code (54049) for Prescriber :
Name: Dr David Burton
Address: One Surgery Cirruss Marchburn Drive Abbotsinch Paisley
Postcode: PA3 2SH
BURTON
To select a prescriber enter part of the surname followed by a space then the forename, address or postcode.
ESC

Note: If ProScript cannot match the doctor on the electronic script to the same doctor on your ProScript system, it will display the **Select Doctor** window where you can manually search for the doctor.

In the event the doctor doesn't exist on the ProScript system, press **[ESC]**, and you will be shown a window where you can add a new doctor. ProScript will fill in as many fields as possible for you using the details downloaded. When you have completed all remaining fields, press **[F10],** to continue. This will add the doctor on to your ProScript system for the next time.

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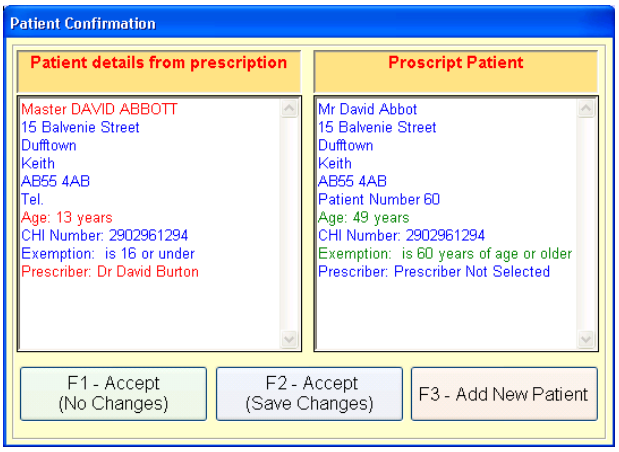
After confirming the prescriber, you will then be shown a similar process for confirming the Patient.



You can now press:

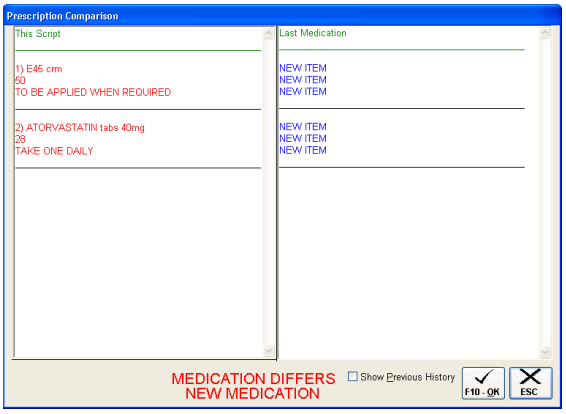
[F1 – Accept] – To ignore the differences in red and continue using the patient's details stored on ProScript (only if mandatory fields are correct).

[F2 – Save Changes] - To amend the patient details on your ProScript system to match the details on the script downloaded.

[F3 – Add New Patient] – To use the details downloaded to create a new patient. ***NOTE: THIS MAY RESULT IN DUPLICATE PATIENTS.***

You will now be taken through the dispensing process. The first window that will appear is the **Prescription Comparison** window.

This window displays the items on the downloaded prescription on the left, and drugs that the patient has had previously on the right, allowing you to compare the medication. This window has been included to help to spot potential problems such as interactions.



If ProScript detects the medication on the current script is different to previously dispensed medication you will see a **red** message flashing at the bottom of the screen, as shown in the screenshot above. This message will also appear if the patient has never had the medication before. Press **[F10-OK]** to continue.

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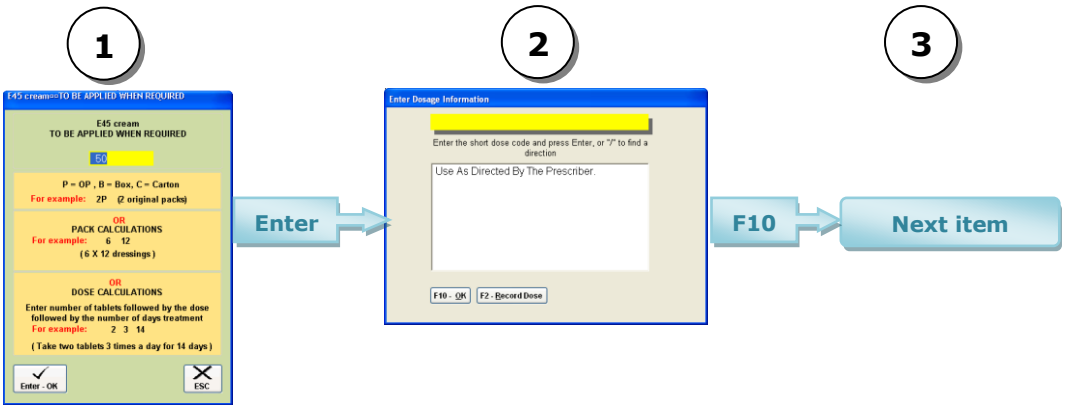
The next few stages in the process simply require you to confirm the quantity and dosage for each item. Follow the steps below to complete the dispensing.

*The steps below are following the assumption that the details downloaded electronically are correct. If they are not correct, simply change them as you would a normal prescription, and press **Enter/F10** to proceed to the next step.*

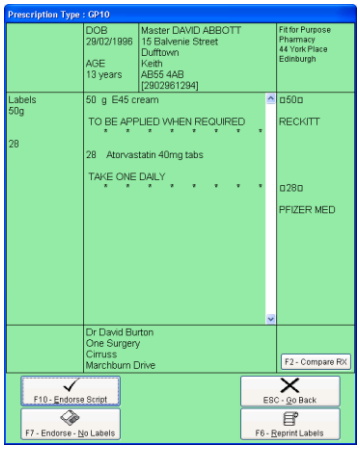

1
2
3
E45 cream==TO BE APPLIED WHEN REQUIRED
E45 cream
TO BE APPLIED WHEN REQUIRED
P = OP , B = Box, C = Carton
For example: 2P (2 original packs)
OR
PACK CALCULATIONS
For example: 6 12
(6 X 12 dressings)
OR
DOSE CALCULATIONS
Enter number of tablets followed by the dose followed by the number of days treatment
For example: 2 3 14
(Take two tablets 3 times a day for 14 days)
Enter - OK
ESC
Enter
Enter Dosage Information
Enter the short dose code and press Enter, or "/" to find a direction
Use As Directed By The Prescriber.
F10 - OK
F2 - Record Dose
F10
Next item

This process will continue until all items have been dispensed. The process will then remain on the patients medication screen, allowing you to amend mistakes, or create owings if necessary.

Owings

If an owing needs to be created for one or more item it can be created at this point (just before pressing **F8** for last item). Simply highlight the item in the patients medication list and press **[F2 – Create Owing]** and enter the quantity currently being dispensed.

When you are ready to endorse press the **[F8 – Last Item]** button. You will then see the prescription preview screen.



Now press **[F10 – Endorse Script]** to finish, or select one of the other options if applicable.

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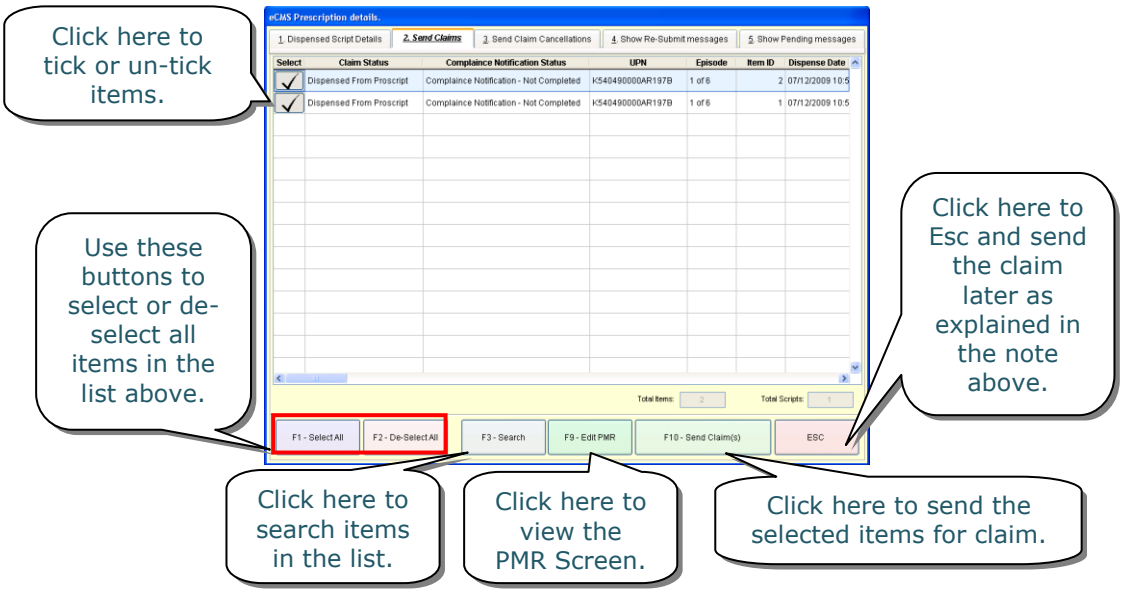
Claims

After dispensing a CMS prescription, the claims window appears automatically allowing you to send one or more items for claim.

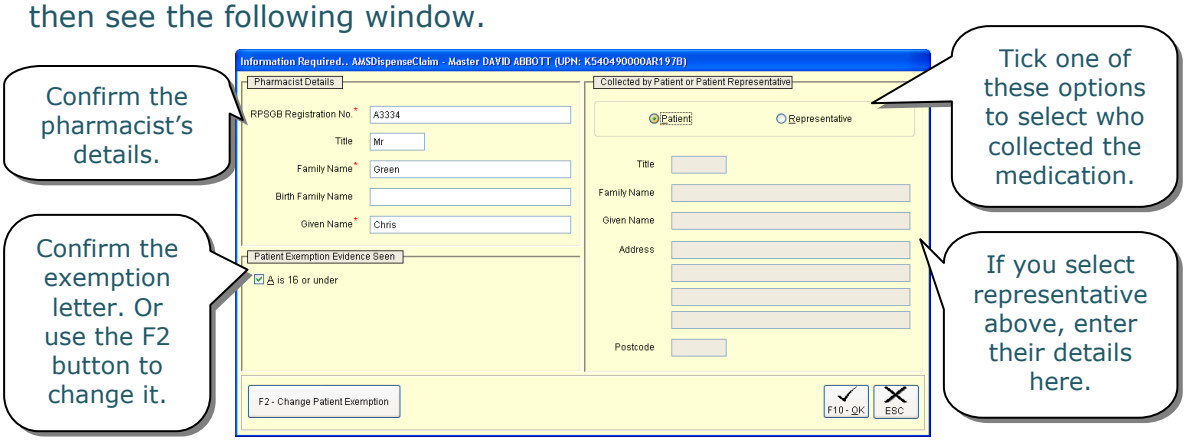
You can send the claim at this point, or escape the screen and send it in a batch at a later time along with other CMS prescriptions (See – **Contents Additional Functions – Batch Claims** for more information).

Below is a preview of the screen and instructions on how to complete it and send claims.


Click here to tick or un-tick items.
eCMS Prescription details.
1. Dispensed Script Details
2. Send Claims
3. Send Claim Cancellations
4. Show Re-Submit messages
5. Show Pending messages
Select
Claim Status
Complaince Notification Status
UPN
Episode
Item ID
Dispense Date
Dispensed From Proscript
Complaince Notification - Not Completed
K540490000AR197B
1 of 6
07/12/2009 10:5
Total Items:
Total Scripts:
F1 - Select All
F2 - De-Select All
F3 - Search
F9 - Edit PMR
F10 - Send Claim(s)
ESC
Use these buttons to select or de-select all items in the list above.
Click here to Esc and send the claim later as explained in the note above.
Click here to search items in the list.
Click here to view the PMR Screen.
Click here to send the selected items for claim.

NOTE: If one or more of the items listed in the claims section is an owing, a message will appear explaining that the full qty has not been dispensed, and you will be given the option to send a claim for the full quantity. You can then redeem the qty from either accessing the patient record, or by accessing the F2 - Owings screen at a later date.

After pressing **[F10 – OK]** to send the selected items for claim, you will then see the following window.



When you have confirmed all the details above are correct, press **[F10 – OK].**

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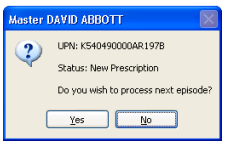
Prescription Details

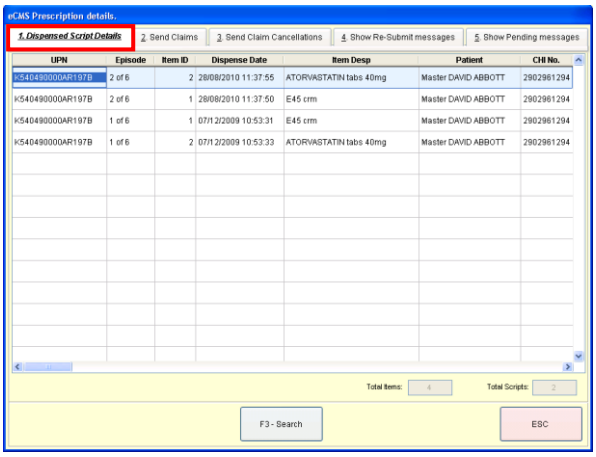
The Prescription details window allows you to perform additional tasks such as viewing a previously dispensed script's details, send a claim for items on a dispensed script, sending a cancellation for items that have already been claimed, or viewing/re-sending existing claims.

To access it, highlight the script that you wish to perform one of the above, and press **[F2- View/Process].**

(If there are instalments still due you will see the following message)



Click **"No"** and you will see the Claims Main screen.


eCMS Prescription details.
1. Dispensed Script Details
2. Send Claims
3. Send Claim Cancellations
4. Show Re-Submit messages
5. Show Pending messages
UPN
Episode
Item ID
Dispense Date
Item Desp
Patient
CHI No.
K540490000AR197B 2 of 6 2 28/08/2010 11:37:55 ATORVASTATIN tabs 40mg Master DAVID ABBOTT 2902961294
K540490000AR197B 2 of 6 1 28/08/2010 11:37:50 E45 crm Master DAVID ABBOTT 2902961294
K540490000AR197B 1 of 6 1 07/12/2009 10:53:31 E45 crm Master DAVID ABBOTT 2902961294
K540490000AR197B 1 of 6 2 07/12/2009 10:53:33 ATORVASTATIN tabs 40mg Master DAVID ABBOTT 2902961294
Total Items:
Total Scripts:
F3 - Search
ESC

Below is a description of all the tabs (in red above) at the top of the **Prescription Details window**.

Dispensed Script Details

This screen simply displays details of the patients existing or completed script such as the current episode.

Send Claims

The **Send Claims** tab is the same as the send claims screen that appears automatically at an end of a dispensing. If you didn't send the claims at that point, you can return to this tab and send it from here. (See **Contents – Claims** for more information)

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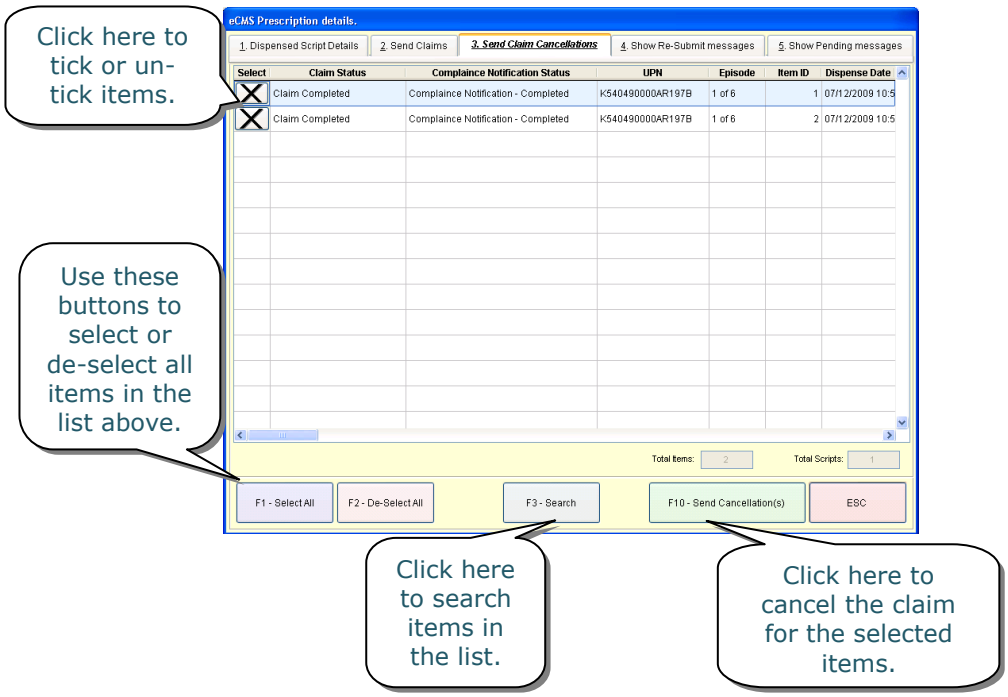
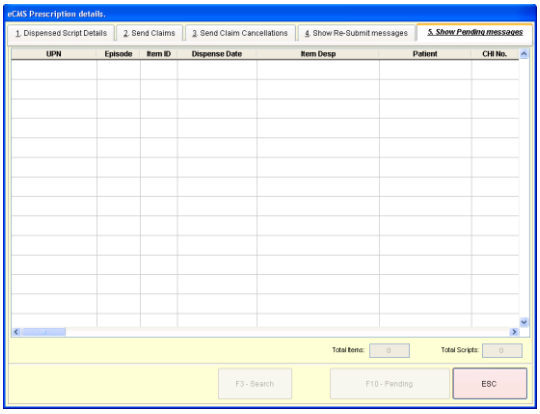
Send Claim Cancellations

If you have sent a claim but then wish to cancel it, click on the **Send Claim Cancellations** tab. You will then see the following screen.



Show Pending Claims

If a claim cannot be sent due to network problems for example, it will be held in a window called Show Pending Messages. ProScript will attempt to resend the claims here at regular intervals for at least one day. To view all claims that are still pending, click on the **Show Pending Messages** tab.



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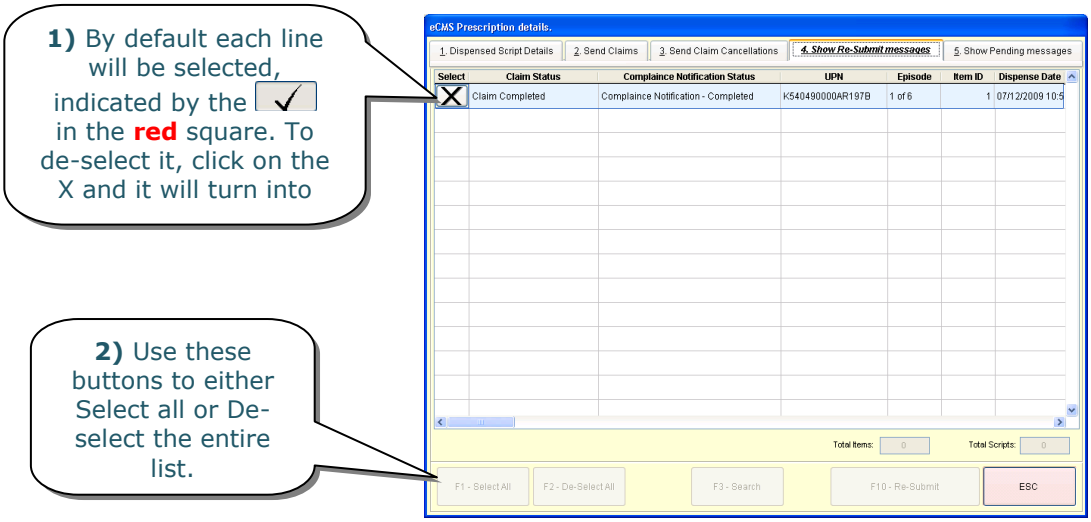
Resubmitting expired pending Claims

When a pending claim (as explained above) expires i.e. has been exceeded the maximum amount of auto-retries in a day, Epharmacy as a requirement requests that all these claims re-submitted. This shouldn't happen very often, but in the event it does, ProScript will automatically move them to the Re-Submit messages window as shown below.



When you have selected the claim/s that you wish to re-submit, press **[F10 – Re-Submit].** If the re-submit is successful, the reports will disappear from the ReSubmit tab.

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Treatment Summary Reports

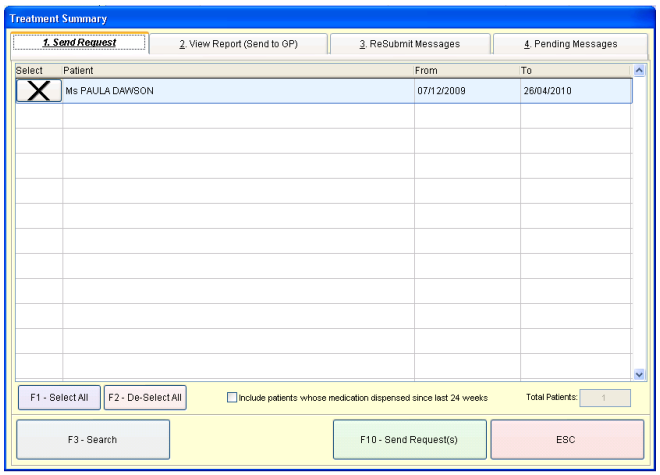
As part of the Chronic Medication service a pharmacist creates a treatment summary report for a patient. This report should be created 20 weeks after the first CMS item has been dispensed. Subsequent reports will be automatically prompted at 24 weekly intervals after the previously produced report was sent electronically (as an ad-hoc report may have been produced.).

This report can be:

- Sent to EPMS for subsequent retrieval by a GP from their GP IT system
- Viewed or printed for patient/GP use

The pharmacist chooses to perform one or the other as necessary.

The CMS module in ProScript automatically searches the prescriptions currently on your system each time the CMS main screen is accessed, and displays the Treatment Summary Window if any due reports are found.



Preview of a due treatment summary report appearing as a "pop-up" after CMS button is pressed.

The report can also be created manually as required (for example when requested by the patient or GP).

To access the **Treatment Summary** window manually (as opposed to it automatically popping up on a due date as shown above), press the **[F3 – Treatment Summary Report]** button from the CMS main screen.

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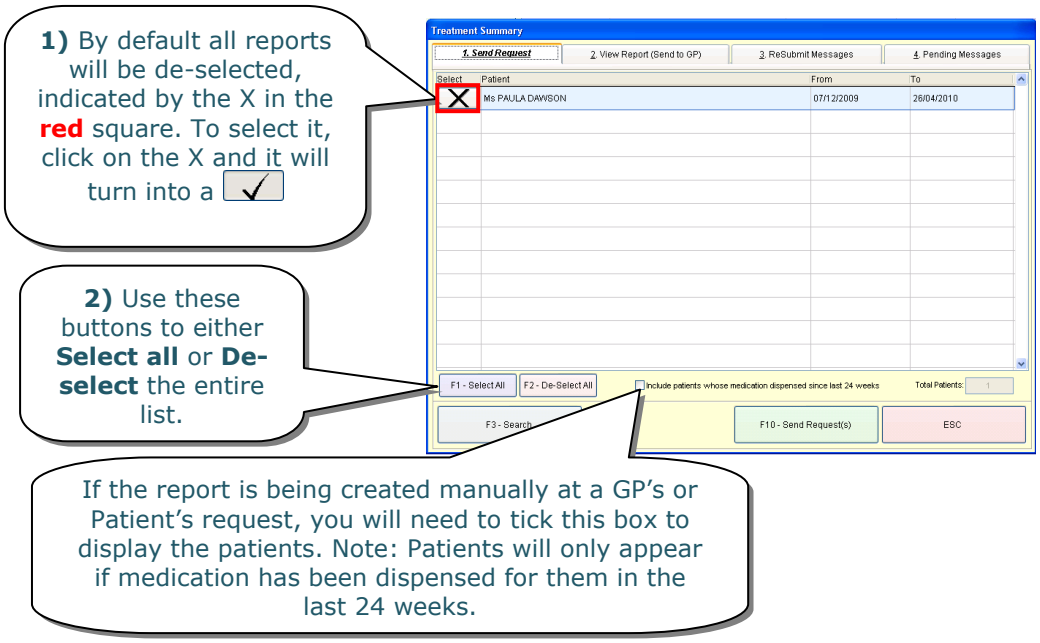
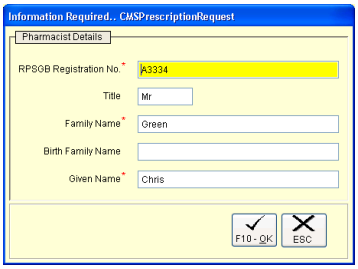
When a treatment summary report is due, or if the **[F3 – Treatment Summary Report]** button has been pressed, you will be presented with the following window. This screen lists all patients whose report is currently due.


1) By default all reports will be de-selected, indicated by the X in the red square. To select it, click on the X and it will turn into a
2) Use these buttons to either Select all or De-select the entire list.
If the report is being created manually at a GP's or Patient's request, you will need to tick this box to display the patients. Note: Patients will only appear if medication has been dispensed for them in the last 24 weeks.
Treatment Summary
1. Send Request
2. View Report (Send to GP)
3. ReSubmit Messages
4. Pending Messages
Select
Patient
From
To
Ms PAULA DAWSON
07/12/2009
26/04/2010
F1 - Select All
F2 - De-Select All
Include patients whose medication dispensed since last 24 weeks
Total Patients:
F3 - Search
F10 - Send Request(s)
ESC

Once you have selected all the patients whose summary report you wish to send, press **[F10 – Send Request(s)].**

You will then see the "**Information Required**" screen, fill in the Pharmacist's details (if required) and press **[F10 – OK].**



The next window you will see is the **Treatment Summary** window. An option in the CMS Treatment Summary Report is for the Pharmacist to indicate that item(s) are suitable for consideration for renewal by the GP practice. On the screen below, all items for the selected patient are displayed in a list.

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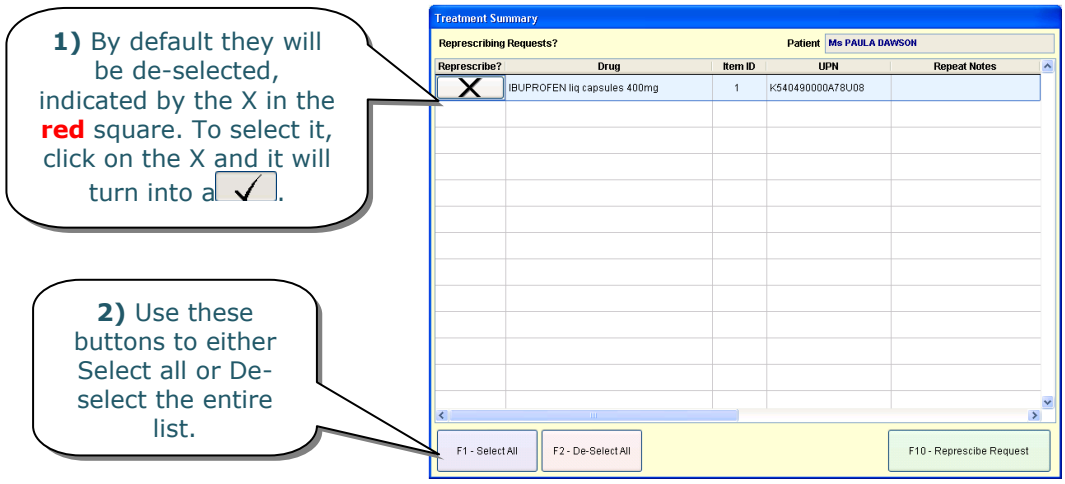
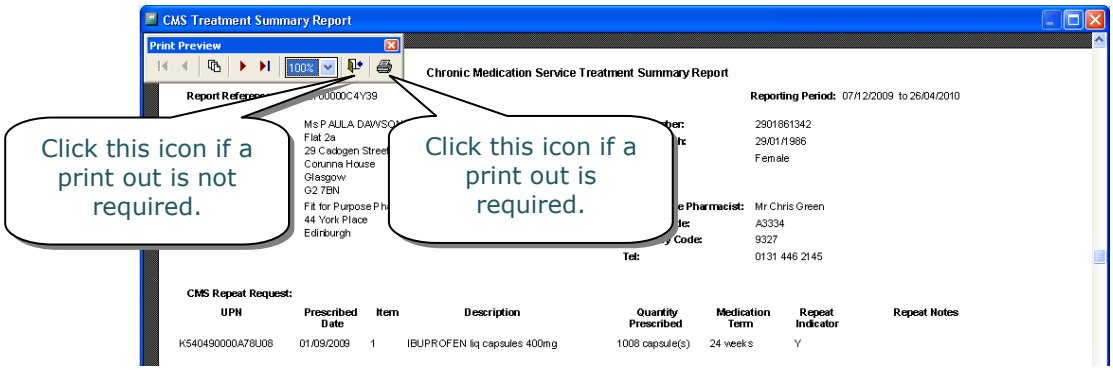
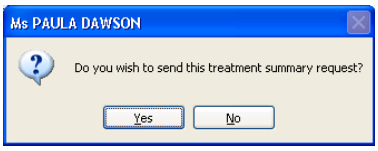

1) By default they will be de-selected, indicated by the X in the red square. To select it, click on the X and it will turn into a ✓.
2) Use these buttons to either Select all or De-select the entire list.
Treatment Summary
Represcribing Requests?
Patient Ms PAULA DAWSON
Represcribe?
Drug
Item ID
UPN
Repeat Notes
IBUPROFEN liq capsules 400mg
1
K540490000A78U08
F1 - Select All
F2 - De-Select All
F10 - Represcribe Request

When you have made your recommendations, Press **[F10 – Represcribe Request].** A preview of the report will now be displayed on the screen. Although the report is sent electronically to Epharmacy and then to the corresponding practice, this screen allows you to print the report for your own records, or a copy for the patient should it be required. To print it, or escape this screen, click on the relevant icon a shown below.



You will then see a confirmation window as shown below.



Click **"Yes"** to continue. ProScript will then attempt to send the report.

After creating and sending a summary report, you can check the status of it by following the steps below.

From the main CMS screen, press the **[F3 – Treatment Summary Reports]** button**.**

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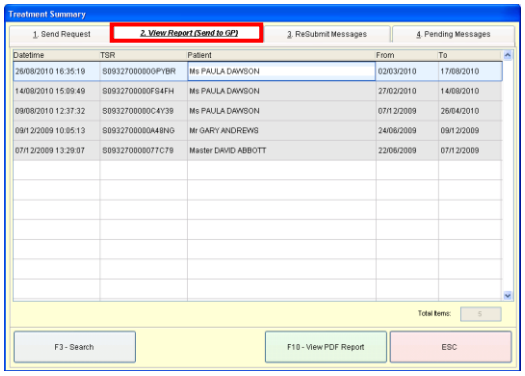
Viewing previously sent Reports

All treatment summary reports that have successfully been sent to the corresponding GP will be listed under a tab called **View Report (Send to GP).**



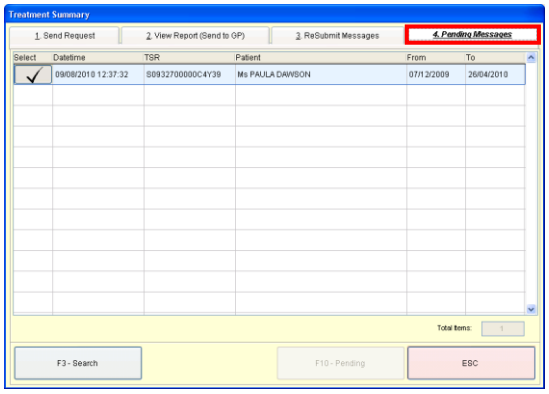
<You can view and print off a previously sent report by highlighting it, and pressing **[F10 – View PDF Report].**

This will then display a preview of the report and an option to print it at the bottom of the page.

Pending Reports

If the report cannot be sent due to network problems for example, it will be held in a window called Pending Messages. ProScript will attempt to resend the report at regular intervals. To view all summary reports that are pending, follow the steps below.
Now click on the Pending Messages Tab at the top of the screen. You will then see the following window.

As shown above, this screen lists all reports that are yet to be sent to Epharmacy, these messages will attempt an auto re-send at regular intervals.



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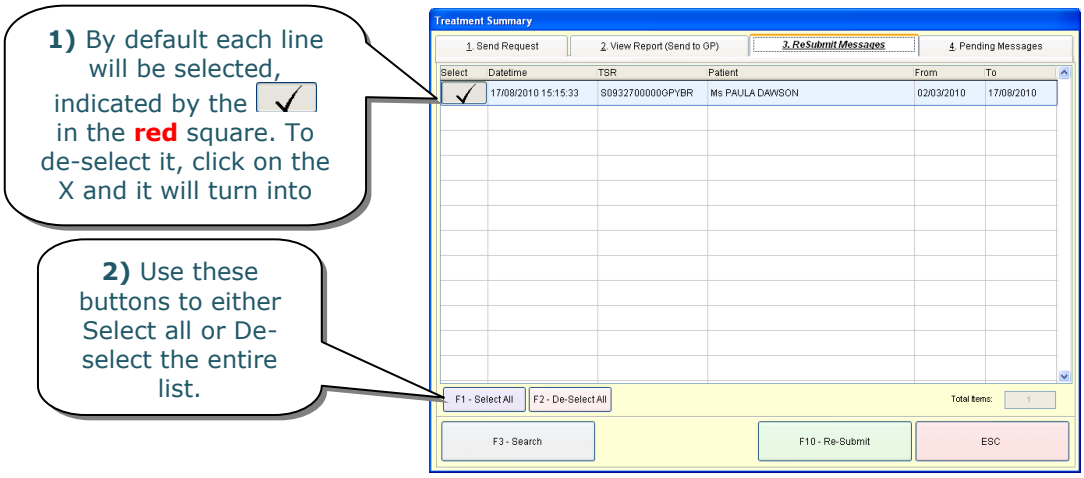
Resubmitting expired pending messages

As with claims, when a pending message (treatment report in this case) has expired (i.e. has exceeded the maximum amount of auto retries) Epharmacy, as a requirement requests that all these messages are removed from the Pending messages tab, and re-submitted. This shouldn't happen very often, but in the event it does, follow the steps below to re-submit a Treatment Summary Report.

Click on the **ReSubmit Messages** Tab, at the top of the screen. You will then see the following window containing all reports that have expired and need to be resubmitted.



When you have selected the reports that you wish to re-submit, press **[F10 – Re-Submit].** If the re-submit is successful, the reports will disappear from the ReSubmit tab.

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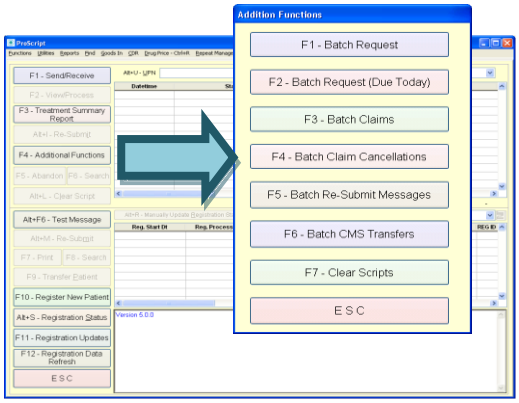
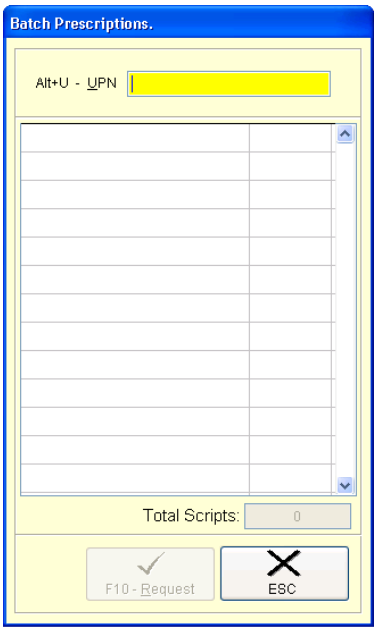
Additional functions

The **[F4 - Additional Functions]** button can be found on the CMS main screen and contains several features which are designed to help ease your workload. Below is a preview of those buttons and descriptions of what they do.


Addition Functions
F1 - Batch Request
F2 - Batch Request (Due Today)
F3 - Batch Claims
F4 - Batch Claim Cancellations
F5 - Batch Re-Submit Messages
F6 - Batch CMS Transfers
F7 - Clear Scripts
E S C

Batch Prescriptions

The batch prescriptions button allows you to scan and retrieve more than one script at the same time. This can be useful if you have several CMS prescriptions that need to be processed as you only have to wait for the download once. To scan several prescriptions in batch mode, press the **[F1 – Batch Prescriptions button]**.



You will then see a window labelled **Batch Prescriptions.** Ensure the UPN bar at the top is yellow indicating it is selected, and then scan your first barcode. It will then appear in the list.

Continue scanning all the bar-coded scripts and then press **[F10 – Request].**

You will then see the **Information Required** screen, where you are required to enter or confirm your details.

The prescriptions will then be requested. Once they are downloaded they will appear in the Prescriptions section of the CMS main screen. To process simply highlight the prescription and press the **[F2 – View/Process]** button.

Batch Prescription (Due Today)

Prescriptions that have not been requested in over 24 hours will need to be re-requested in order to ensure that the prescription hasn't been

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amended by the GP since it was last requested. For one prescription this is done simply by re-scanning the barcode.

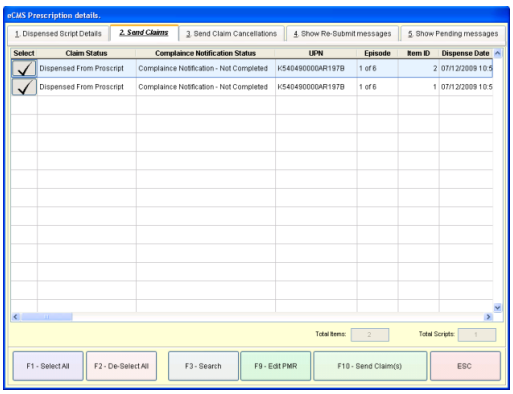
If you have several of these scripts that require re-requesting, you can use the **[F2 - Batch Request (Due Today)]** instead to request them in one go.

Batch Claims

As mentioned earlier, claims can be sent immediately after dispensing or stored till a later time and sent in a batch.

To view and send claims that are ready for claim, press the **[F3 – Batch Claims button].** The Send Claims tab at the top of the screen will be selected by default.

The window that will appear and process of sending these claims is very similar to the process used immediately after dispensing. Simply "tick" all items that you wish to send for claim, and press **[F10 – Send Claims].** (See contents – Claims for more information)



Claim Cancellations

If you wish to cancel a batch of claims for more than one patient, you can also use the Send Claim Cancellation Tab to do this. Again this screen is similar to sending a claim cancellation (see contents – Prescription Details, claim cancellations). Simply tick the claims you wish to cancel and press **[F10 – Send Cancellation(s)].**

Note: If the claim you are looking for is over 1 month old, please increase the No of Months filter in the bottom right to a higher number accordingly.

Batch Pending/ReSubmit Messages

These two tabs are used for viewing pending claims and resubmitting expired claims (as explained in Content - Prescription Details) but with the added ability to send for all patients within a certain amount of months.

Clear Scripts

This option allows you to clear all completed and abandoned scripts.

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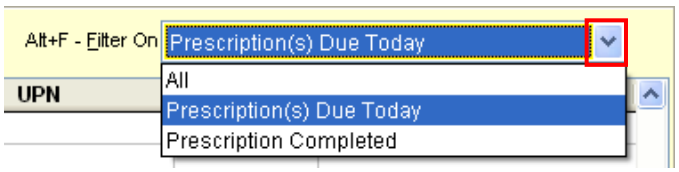
Additional Information

There are a few other options on the CMS main screen which you may find useful. These are listed below.

Prescription Filter

The top right of the Prescriptions section has a filter that can be used to display prescriptions due today, all prescriptions, or completed prescriptions. To apply a filter, click on the down arrow beside the filter (shown in **red** square below), and select the filter of your choice.



UPN

The top left of the Prescriptions section contains a text box labelled: **ALT+U – UPN.**

The UPN number or unique prescription number can be found on all CMS scripts, and should be entered in this box. If you have a scanner installed, simply ensure the box is yellow indicating it is active, (*press ALT+U on the keyboard if it isn't),* and scan the barcode on the script. The UPN should appear in the yellow box.

Note: If you do not have a scanner, or have a scanner fault, simply enter the UPN (which appears beneath the barcode on the script) in this box using your keyboard, and press enter to request it.

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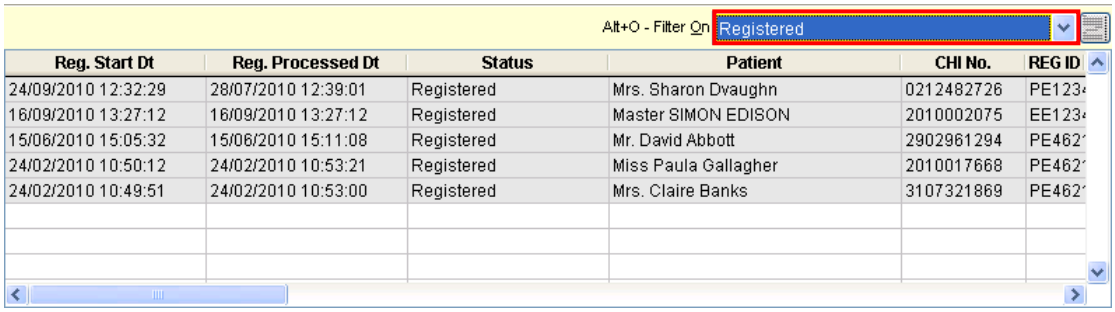
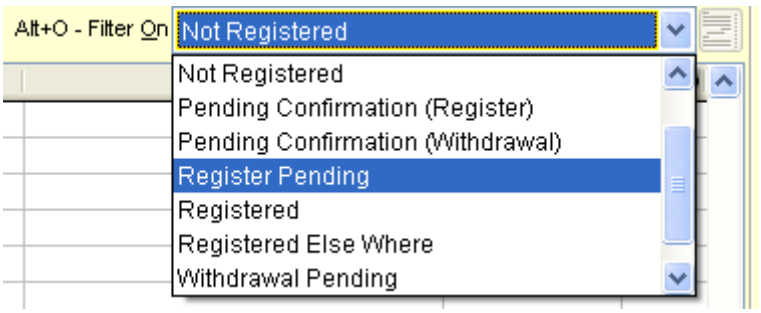
Patient Filter

The Patient Registration section is where all CMS patients and details of their registration are displayed.



As shown above, details such as Registration, Start Date, Status, CHI Number etc can be seen for each patient above. To view more details use the horizontal scroll bar at the bottom of the page to scroll right/left.

This list can be filtered to show specific patients by using the filter in the top right (shown in **red** square above). Simply select the down arrow beside the filter (in **red** below), and select from the choices that appear as shown below.



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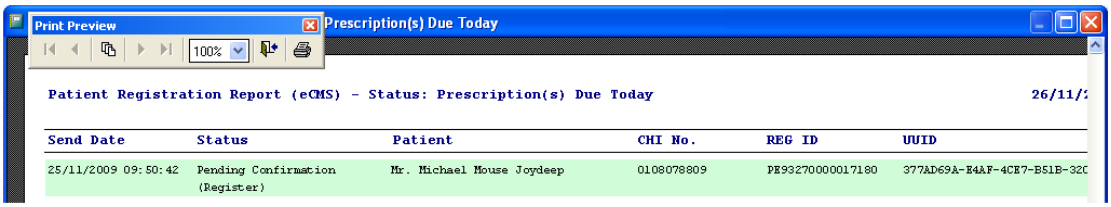
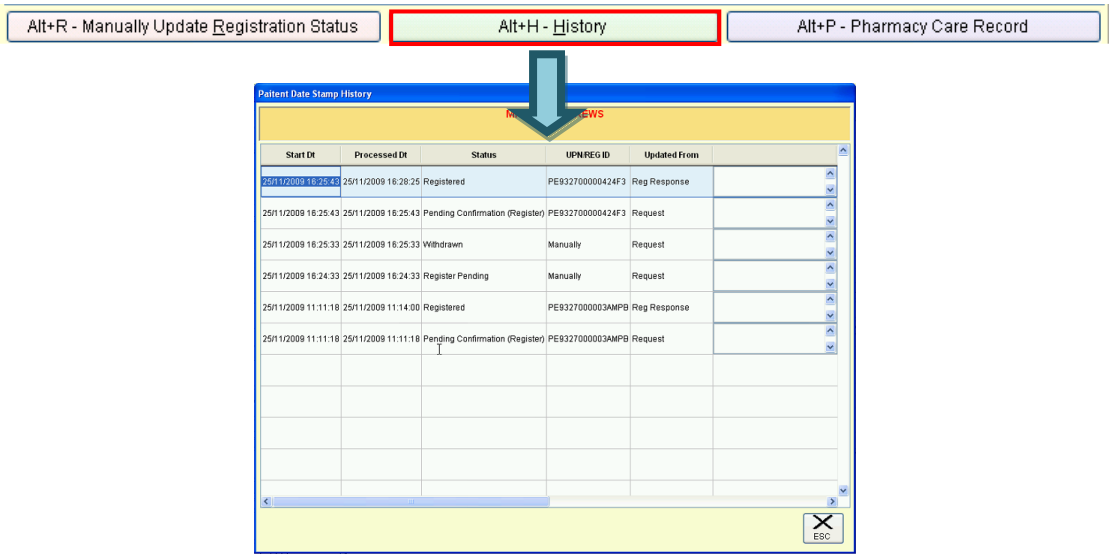
Patient Registration Reports

<This button (in **blue** square above) allows you to create a report on patients based on your filter (see above). After selecting this button you will see a preview of the report, and an option to print it, as shown below.

Note: the reports button will only be active if patients exist under the chosen filter.



The **[Alt+H – History]** button (shown in **red** below) is located at the top of the patient registration section and can be used to display the registration history for the selected patient.



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Pharmacy Care Record

Since its initial release, the CMS module within ProScript now includes a facility which allows the module to interact with NHS Scotland's Pharmacy Care Record (**PCR**) website. As well as providing a direct link to the PCR website via a dedicated button (explained below) there are also two more key features which allow you to:

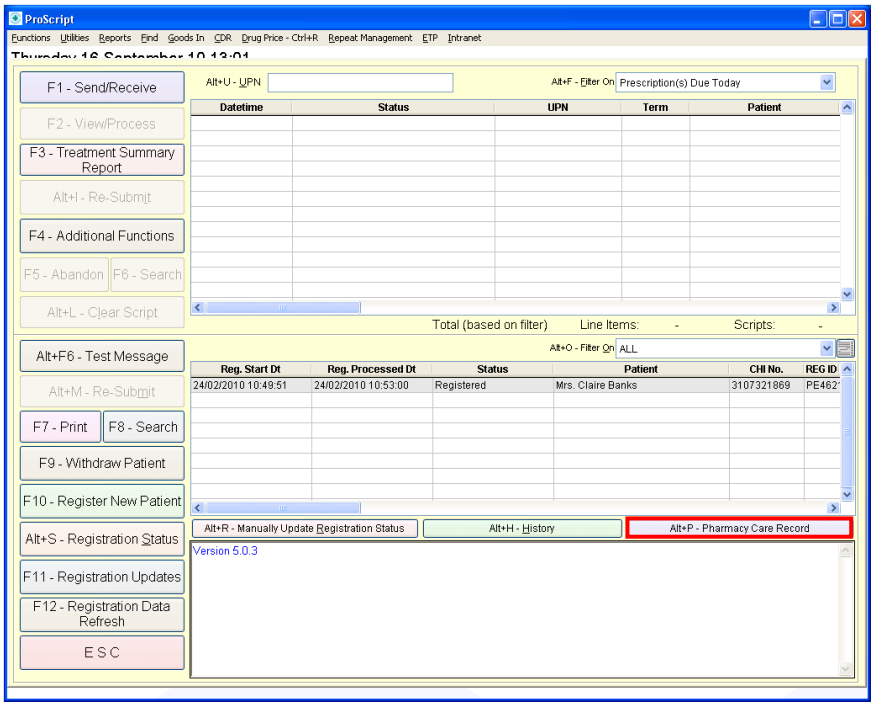
- Send a Patient's details to the PCR website.
- Send a Patient's medical history to the PCR website.

These options should save valuable time, as:

a) Many of the forms required in creating a patient record on the PCR website will be pre populated using the patient record already in your ProScript system.

b) The medication history which pharmacist are required to update on the website for registered patient's can now be uploaded directly from ProScript to the website, saving you from having to enter each drug manually.

To send patient details or medication history to the PCR, highlight a patient who is registered in the Patients section and click the [**Alt + P** Pharmacy Care Record] shown in RED below



You will then see a window with the heading "Pharmacy Care Record" as shown on the next page.

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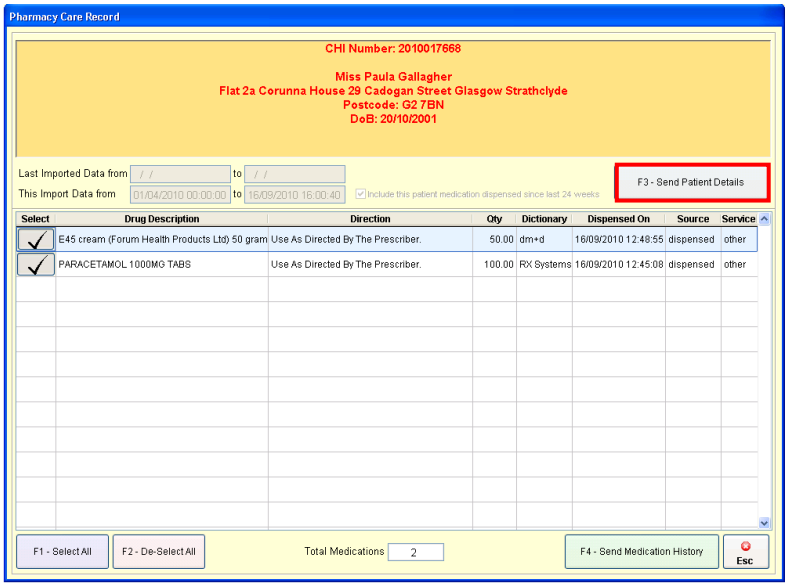
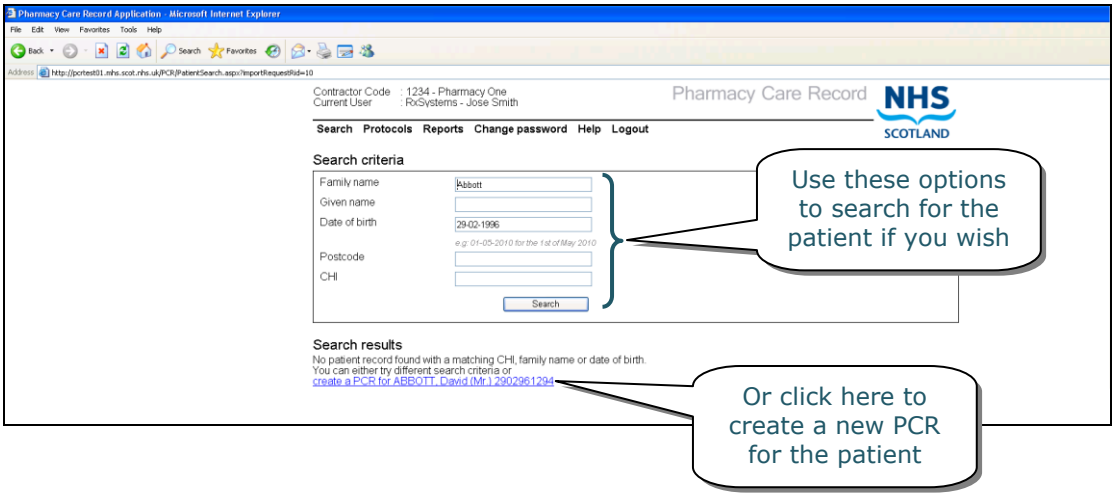


Sending Patient Details to the Pharmacy Care Record

To send a patients details to the PCR website, click the [F3 – Send Patient Details] button, shown in Blue above.

After clicking this button, your internet browser will automatically be launched and you will be presented with the login screen for the PCR website. Enter your login details to access the website.

Once you have logged in, the website will search for the patient's record on its database. If one cannot be found, you will be shown a screen where you can either manually search for the patient using the available search criteria. If a patient cannot be found, an option at the bottom of the page is available to click on allowing you to create a new PCR for the patient.


Pharmacy Care Record Application - Microsoft Internet Explorer
Contractor Code : 1234 - Pharmacy One
Current User : RxSystems - Jose Smith
Pharmacy Care Record
NHS SCOTLAND
Search Protocols Reports Change password Help Logout
Search criteria
Family name
Abbott
Given name
Date of birth
29-02-1996
Postcode
CHI
Search
Use these options to search for the patient if you wish
Search results
No patient record found with a matching CHI, family name or date of birth.
You can either try different search criteria or
create a PCR for ABBOTT, David (Mr.) 2902961294
Or click here to create a new PCR for the patient

If you chose to create a PCR for the patient, you will be shown a Patient Details screen. Most of the patient details will be pre-populated as long as the mandatory details for the patient exist in ProScript.

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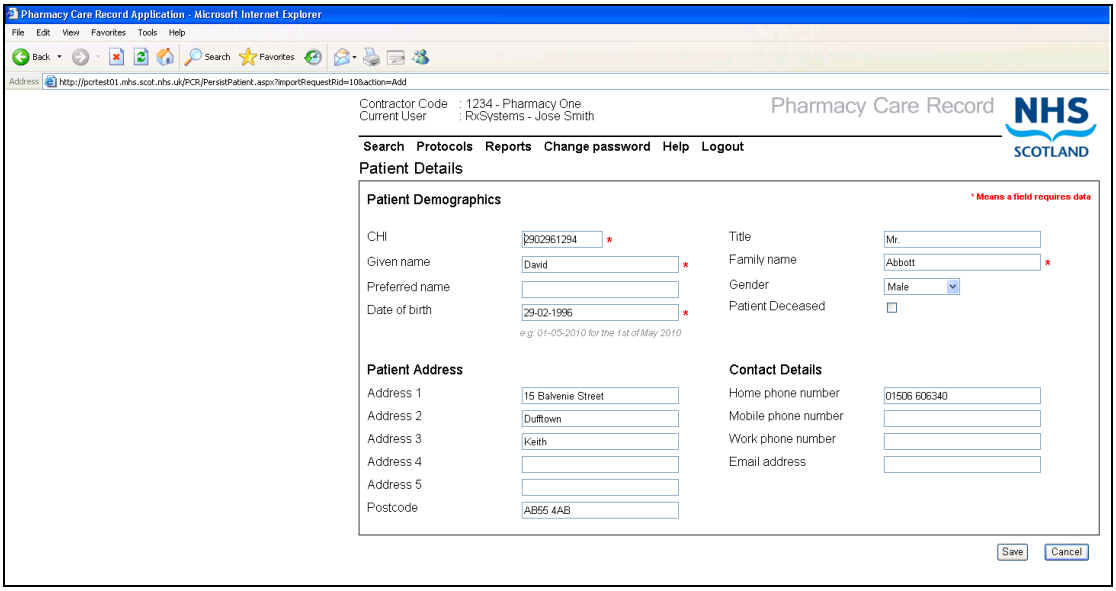

If any of the mandatory fields are missing (marked with a red asterisk *), fill them in as you will not be able to proceed without them. Then fill in all the other fields if you wish and click on the **[Save]** button.

You will then be shown the Pharmacy Care Record with the patient details populated.

Updating a Patients PCR record

If any part of a patient's details has changed and you have already made the necessary change in ProScript, you may wish to update the PCR with this change. To do so, simply click the [F3 – Send Patient Details] and login to the PCR website.

The website will automatically recognise that the details on its system differ to the Patients details on your ProScript, and offer an option of updating the PCR record from the PMR on ProScript. Click "**Yes**" or "**No**", depending on whether the change is accurate or not.

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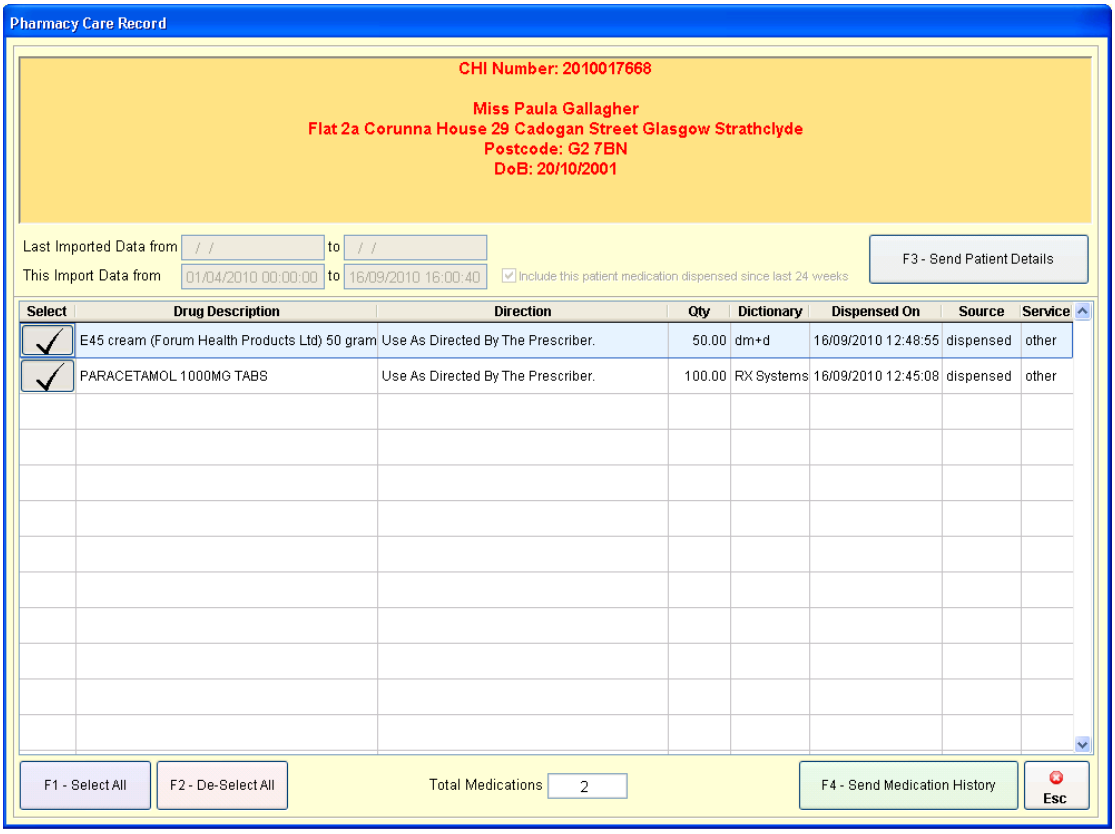
Sending Medication Details to the PCR database

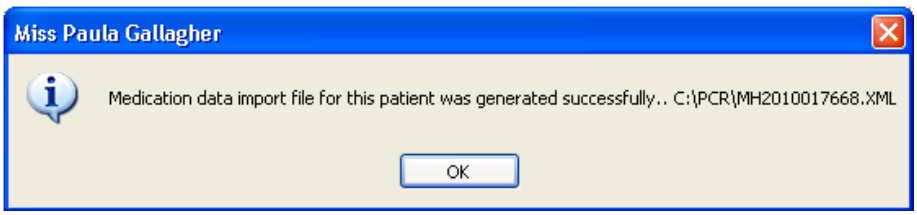
Once a patient's PCR record has been found/created, you can then upload the PMR to the websites secure online database.

To do this, click on the [Alt + P – Pharmacy Care Record] button on the CMS main screen.



You will then be required to select the medications you wish to upload. As shown all items are ticked by default. To de-select or Select all items, use the F1, and F2 keys at the bottom of the page, or alternatively click the ☑ beside the item to deselect it and vice versa.

Once you have selected the medication you wish to send, click the **[F4 – Send Medication History]** button which can be found at the bottom of the "Pharmacy Care Record" screen. If successful, you will see a confirmation as shown below.


Miss Paula Gallagher
Medication data import file for this patient was generated successfully.. C:\PCR\MH2010017668.XML
OK

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At this point the medication history is converted into a secure text file and stored in the location shown. The next step is to import this file on the PCR website.

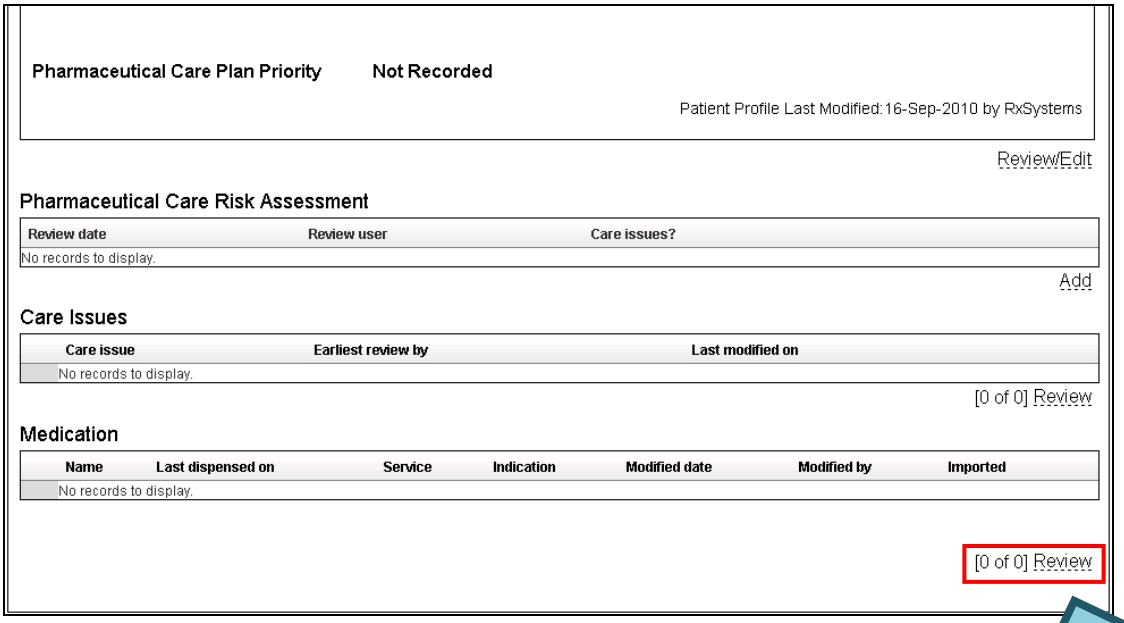
A quick way of doing this is to

1) Highlight the patient's record in the Patients section of the CMS screen.
2) Click the Pharmacy Care Record button
3) Select the **[F3 – Send Patient Details]** button.
4) Login to the PCR website.

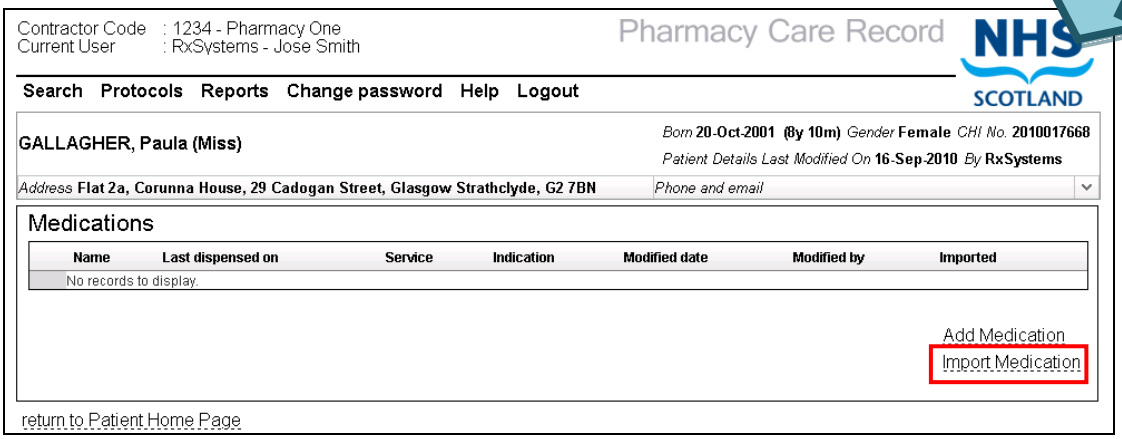
As the record already exists, you will be directed to the patient's PCR summary screen.

Once you have the Patients Pharmacy Care Record summary screen displayed, scroll to the medication section and follow the steps below

1) Select the "Review" option shown in RED square below.



2) Click on the Import Medication option shown in RED square below.



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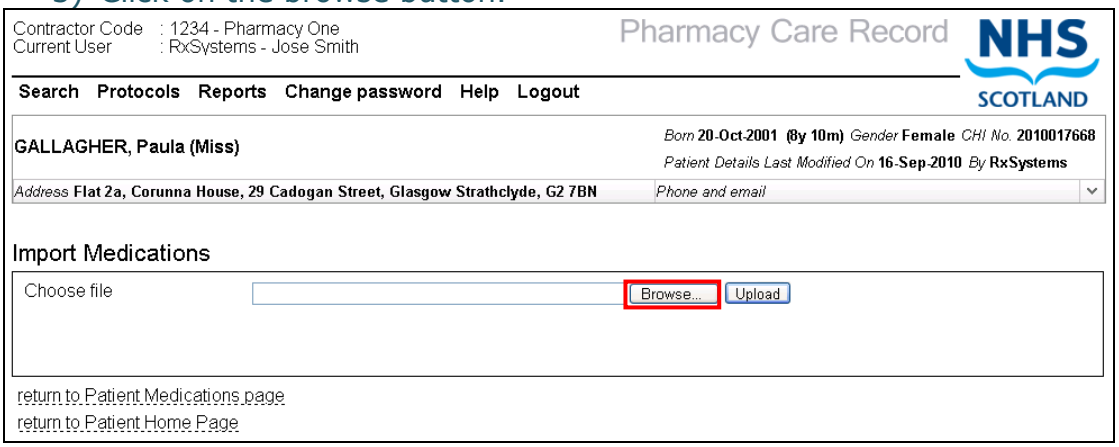
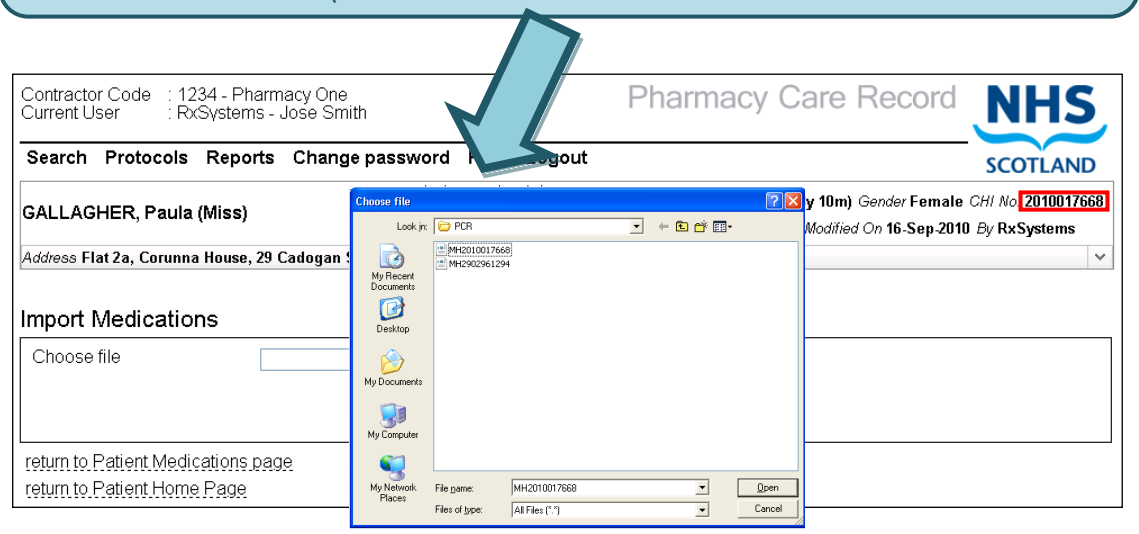
3) Click on the browse button.


Contractor Code : 1234 - Pharmacy One
Current User : RxSystems - Jose Smith
Pharmacy Care Record
NHS SCOTLAND
Search Protocols Reports Change password Help Logout
GALLAGHER, Paula (Miss)
Born 20-Oct-2001 (8y 10m) Gender Female CHI No. 2010017668
Patient Details Last Modified On 16-Sep-2010 By RxSystems
Address Flat 2a, Corunna House, 29 Cadogan Street, Glasgow Strathclyde, G2 7BN
Phone and email
Import Medications
Choose file
Browse...
Upload
return to Patient Medications page
return to Patient Home Page

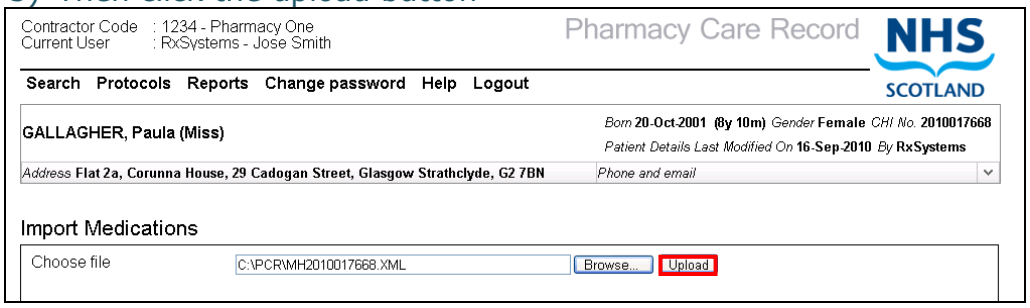
If the steps have been followed correctly a browse window will appear as shown below, and it should already be pointing in the location that the secure medication history file you created earlier is stored by default, if not the location is C:\PCR.



4) Highlight the file and click on the **"Open"** button.

TIP: As shown above there are two files listed. Be very careful to select the right one. The naming convention is MHxxxxxxxxxx where the X's are the patient's CHI number. If you do not know the patient's CHI number, it's shown on the PCR website, in the background (highlighted in RED above).

5) Then click the upload button


Contractor Code : 1234 - Pharmacy One
Current User : RxSystems - Jose Smith
Pharmacy Care Record
NHS SCOTLAND
Search Protocols Reports Change password Help Logout
GALLAGHER, Paula (Miss)
Born 20-Oct-2001 (8y 10m) Gender Female CHI No. 2010017668
Patient Details Last Modified On 16-Sep-2010 By RxSystems
Address Flat 2a, Corunna House, 29 Cadogan Street, Glasgow Strathclyde, G2 7BN
Phone and email
Import Medications
Choose file
C:\PCR\MH2010017668.XML
Browse...
Upload

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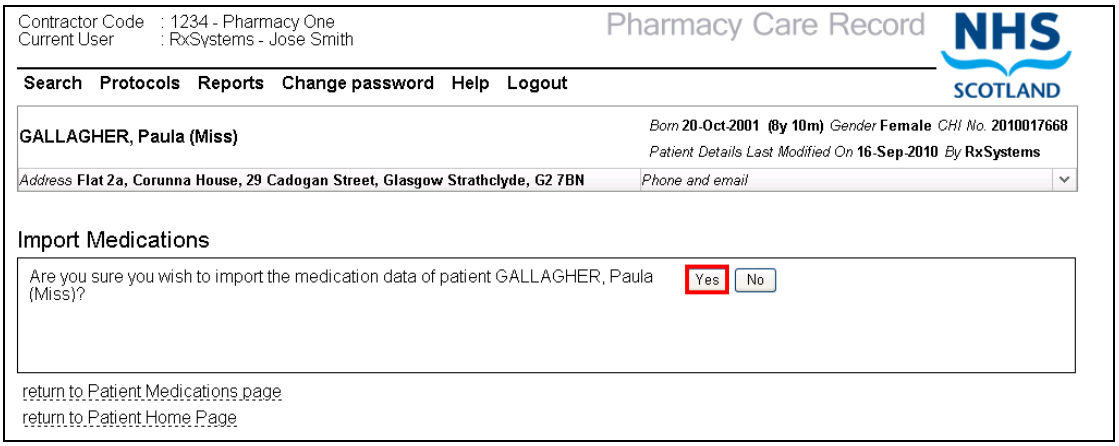
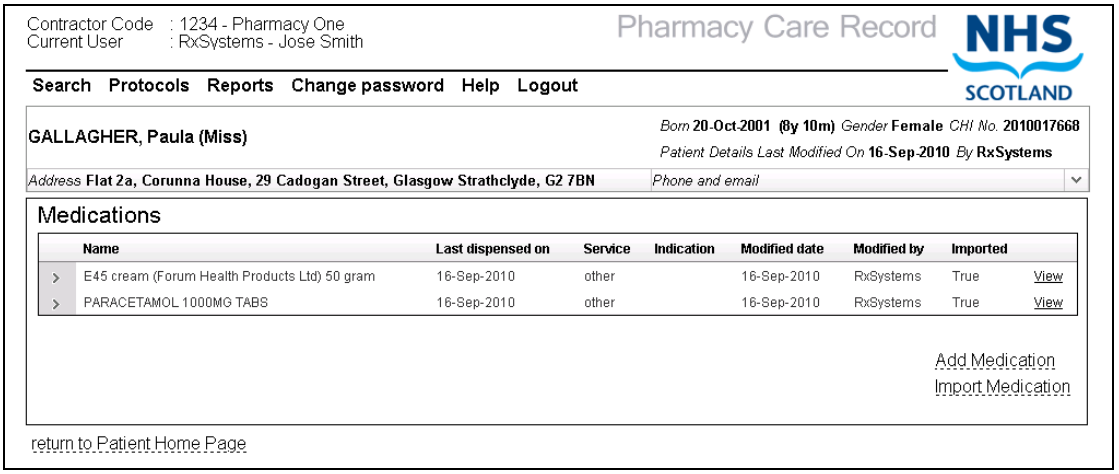
6) Click on "Yes"


Contractor Code : 1234 - Pharmacy One
Current User : RxSystems - Jose Smith
Pharmacy Care Record
NHS SCOTLAND
Search Protocols Reports Change password Help Logout
GALLAGHER, Paula (Miss)
Born 20-Oct-2001 (8y 10m) Gender Female CHI No. 2010017668
Patient Details Last Modified On 16-Sep-2010 By RxSystems
Address Flat 2a, Corunna House, 29 Cadogan Street, Glasgow Strathclyde, G2 7BN
Phone and email
Import Medications
Are you sure you wish to import the medication data of patient GALLAGHER, Paula (Miss)?
Yes
No
return to Patient Medications page
return to Patient Home Page

The medication will then be uploaded and you will be shown the results on the screen.


Contractor Code : 1234 - Pharmacy One
Current User : RxSystems - Jose Smith
Pharmacy Care Record
NHS SCOTLAND
Search Protocols Reports Change password Help Logout
GALLAGHER, Paula (Miss)
Born 20-Oct-2001 (8y 10m) Gender Female CHI No. 2010017668
Patient Details Last Modified On 16-Sep-2010 By RxSystems
Address Flat 2a, Corunna House, 29 Cadogan Street, Glasgow Strathclyde, G2 7BN
Phone and email
Medications
Name Last dispensed on Service Indication Modified date Modified by Imported
E45 cream (Forum Health Products Ltd) 50 gram 16-Sep-2010 other 16-Sep-2010 RxSystems True View
PARACETAMOL 1000MG TABS 16-Sep-2010 other 16-Sep-2010 RxSystems True View
Add Medication
Import Medication
return to Patient Home Page

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Function Keys Summary

The Function Keys which run all the way down the left of the CMS Main screen perform tasks related to the CMS. Many of them have been explained thorough this manual. Below is a chart containing all the keys available and a short description of what they do in relation to CMS.

The top half of these function keys are related to Prescriptions and the bottom half are all related to Patient registration.

F1 - Send/Receive	This button is used to manually send or receive prescriptions/claims that you are waiting for.
F2 - View/Process	This button allows you to either process a script that you have scanned (see contents Processing a New Prescription), or view a prescription that has already been processed.
F3 - Treatment Summary Report	This button is used to generate the electronic treatment summary report. See contents - Treatment Summary Report.
Alt+I - Re-Submit	This button is used when you request a prescription but it has failed before it has been sent to ePharmacy. These scripts will be listed as New Prescription - (PENDING)
F4 - Additional Functions	This button allows you to use CMS features in batch mode. See contents – Additional functions for more information.
F5 - Abandon F6 - Search	F5 - Abandon allows you to cancel a ***NEW*** prescription which you no longer require. F6 – Search allows you to search through the list of prescriptions using a keyword.
Alt+L - Clear Script	This button allows you to clear completed and abandoned scripts. This button will only be active if one of these scripts is selected.
Alt+F6 - Test Message	This button is used by the RxSystems support team as a basic test to check connectivity when experiencing problems registering new patients.
Alt+M - Re-Submit	This button is used when you attempt to register a patient but it has failed before it has been sent to ePharmacy. These scripts will be listed as Pending Confirmation (Register) – ReSubmit.
F7 - Print F8 - Search	Press F7 if you wish to reprint the details of a selected patient on a CP3 form. Press F8 to search through the patients in the registration list using a keyword.
F9 - Withdraw Patient	Click this button if you wish to withdraw a patient from the CMS service. See contents – Withdrawing a patient for more information.
F10 - Register New Patient	Click here to register new patients. See Contents – Registering a new patient for more information.
Alt+S - Registration Status	Click here to check the registration status of a patient.
F11 - Registration Updates	Click here to check for any updates to patient registration requests you may have made.
F12 - Registration Data Refresh	This option is for technical support purposes only.

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